



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2023-2025

COURTS IN APACHE COUNTY



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COURTS IN APACHE COUNTY

INTRODUCTION

This is a three year information technology strategic plan for the courts in Apache County covering the period from January 2021 through June 2025. It was created as an update to the FY21-FY23 plan submitted in March 2020.

All courts in Apache County support *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs.

The courts in Apache are composed of the following:

Superior Court in Apache County
Chinle Justice Court
Puerco Justice Court
Round Valley Justice Court
Saint John's Justice Court
Eagar Magistrate Court
Saint John's Magistrate Court
Springerville Magistrate Court

The Superior Court in Apache County provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
 - Court Automation Coordinating Committee,
 - Probation Automation Coordination Committee, and
 - The Technical Advisory Council,
- The General Jurisdiction (GJ) Case Management System (CMS) Steering Committee and Users' Group
- The Arizona Court Automation Project (ACAP) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Apache County Courts.

Representatives from various Apache County Courts and Departments contributed information to this plan. Participants included:

Hon. Michael Latham	Presiding Judge, Superior Court in Apache County
Troy Czarnyszka	Court Administrator, Superior Court in Apache County
Annell Hounshell	Clerk of Superior Court in Apache County
Delana Waite	Chief Deputy Clerk of Court in Apache County
Paul Hancock	Chief Probation Officer
Ada Guinn	Administrative Coordinator, Probation Services
Hon. Butch Gunnels	Judge, St. Johns Justice Court/Chinle Justice Court, Eagar & St. Johns Mag. Ct.
Hon. Marsha Gregory	Judge, Round Valley Justice Court, & Springerville Magistrate Court
Hon. Jay Yellowhorse	Judge, Puerco Justice Court
Steve Kizer	Director of Information Technology

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The court supports *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	<u>PROMOTING ACCESS TO JUSTICE</u>	
All Courts in Apache County Clerk of Court	Increase electronic communication with justice partners and other agencies.	Work with justice partners to identify and expand opportunities for electronic data transfer.
Probation	Increase effective interaction with probation clients.	Not an IT initiative
Probation	Transport probation clients, when necessary	Not an IT initiative
Clerk of the Court	Continue data clean-up to ensure quality of AJACS data and resulting statistical reports.	Train staff in SSRS report writing and involve more staff in the usage of reports to streamline data clean-up.
	<u>ENHANCING PROFESSIONALISM WITHIN ARIZONA'S COURTS</u>	
All Courts in Apache County	Establish judicial branch mission, vision, values and goals statements.	Not an IT initiative
All Courts in Apache County Clerk of Court	Meet growing work product demands with reduced staff and reduced funding.	Identify alternate funding sources, additional automation processes and possible workflow and business process changes.
All Courts in Apache County Clerk of Court	Create/update Emergency Operations Plan separate from the COOP.	Ensure that the necessary technical resources are available to maintain critical operations.
Superior Court Clerk of the Court	Continue to prepare & update work process manuals for all positions.	Ensure support for DocuWiki on local server.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Superior Court Clerk of the Court	Improve court statistical reporting to aid in effective case management.	Participate in Caseflow Manager workgroup; Utilize AOC and other resources to train staff in SSRS report writing, both query and ad hoc; continue with data clean-up to ensure accuracy of reports.
Clerk of the Court	Expand electronic workflows within the Clerk of the Court's Office to efficiently distribute documents electronically.	Not an IT initiative
Clerk of the Court	Improve and expand the availability of court records to the public, court officers, and court partners.	Expand C2C to include exhibits. Continue to back scan case files to OnBase.
Clerk of the Court	Continue increase collections.	Implement internet payment options; Work with AOC to expand participation in FARE and TIPS for non-criminal case types.
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Court St. Johns Justice Court St. Johns Magistrate Court	Address challenges to utilize electronic records and case management	Increase network speed.
Clerk of the Court	Review stored exhibits and evaluate for return/destruction	No IT initiative
Clerk of the Court	Purge electronic records according to retention	Work with staff and vendor to create and implement a procedure to purge electronic records according to retention
	<u>PROMOTING JUDICIAL BRANCH EXCELLENCE AND INNOVATION & ENHANCING PROFESSIONALISM WITHIN ARIZONA'S COURTS</u>	

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
All Courts in Apache County	Utilize social networking strategies; utilize automated text messaging for appearances and payments.	Evaluate use of FaceTime, Teams, & Skype for court appearances; Use of text messaging to remind of court dates and payment dates.
	<u>PROTECTING CHILDREN, FAMILIES & COMMUNITIES</u>	
		None at this time.
	<u>IMPROVE SECURITY</u>	
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Ct	Secure funding for security enhancements in limited jurisdiction courts.	Work with County IT to test and activate currently placed monitoring systems and expand the technology to all court locations.

C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AIX systems for the ACAP courts and the appellate courts and Windows servers for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS ad-hoc reporting, and statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, refreshed all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also includes a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity, placed the following models in service:

- Desktop: HP Z2 G5 SFF G5 SFF – 2X3J9UT
Intel Core i5-10500 Processor (3.1 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB DDR4-3200 DIMM (2x4GB) RAM, 256GB SATA SSD Hard Drive, Intel® I219LM Gigabit Network Connection, Intel Core i5 vPro
- Laptop: HP ZBook Firefly 15u G7 G6 Notebook PC
Intel i5-6300U/UMA Graphics – L3D24AV, i5-10210u (1.6 GHz w/Turbo, 6MB Cache) Processor, and Intel HD Graphics 520, Intel Core i5 vPro, Integrated camera, Integrated NVMe 256GB HD
- Printer: E6B9A#ABA HP LaserJet - HP LaserJet M605n/M608n

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

SOFTWARE

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, APETS, TIP, JOLTSaz, eFiling, Digital Evidence, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. **Production Support** (incl. bug fixes, req'd chgs)
2. **Manage & Improve Security** (incl. COOP rvw)
3. **Improve Technology Recovery Capability**
4. **Replace Obsolete Systems**
5. **Review and Reinforce Technology Support**
6. **Virtual Court Enablement**
7. **Public Facing Services** (eFiling, eAccess, eNotification, ODR)
8. **Identify Funding Needs and Stable Sources**
9. **Integrate Systems to Improve Productivity and Capability**
10. **Enhance Core Systems with New Functionality**

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy & Refine New eFiling Case Types
- Refine LJ Judge Automation for e-Filing
- Justice Court eFiling
- FARE - Infrastructure Port
- Deploy Online Dispute Resolution
- Mental Health Repository
- Data Standards Translation Technology
- IT Operational Standards
- APETS Replacement
- eWarrant System
- New Appellate CMS Implementation
- FARE Implementation for Non-Standard Courts
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates
- Prosecutor/PD System Integration

COURT ACCOMPLISHMENTS CY2020/2021

This section lists the accomplishments of the county's courts in information technology projects from January 2020 to January 2022.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local/LJ Courts	Continue LJ Court data clean-up in preparation for AJACS roll-out.	Work with AOC to streamline data clean-up, where possible.	Completed
Local/LJ Courts	Streamline in-custody initial appearances.	Work with County IT staff to ensure bandwidth availability.	Completed
Clerk of Court	Upgrade the Jury Systems program.	Purchase and work with AOC/County IT and vendor to install/establish access to the new system.	Upgraded to WebGen
Superior Crt LJ Courts	Obtain grant funding for additional site surveillance, panic buttons, and beacons, bullet-resistant glass	Install wiring and computer equipment	Completed
Chinle Justice Court Puerco Justice Court Round Valley Justice Court Eagar Magistrate Court Springerville Magistrate Court	Improve case file management and document storage needs.	Expand electronic document management system (EDMS) to limited jurisdiction courts not already participating.	Completed
Probation Services	Enable remote family visits to detention center.	Implement Video and Polycom at Pinal Detention Center.	Completed

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned End Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Business Continuity Plan Rewrite	Rewrite technology systems portion of continuity plan after new case management system is implemented.	Disaster Recovery	Early adopters	FY24	Underway	Availability of staff to revise plan.
Electronic Communication from AJACS to Other Programs	Reduce paper by promoting electronic communication between AJACS and other State programs (i.e., ACJIS, NCIC and Sheriff's Office databases).	AJACS GJ Enhancements	Mid-Cycle adopters	FY23	Underway	Data integrity, IT time utilized for the project and maintenance.
Emergency Operations Plan	Create /update Emergency Operations Plan separate from the C.O.O.P.	Disaster Recovery	Early adopter	FY23	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned End Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Court Security	Complete purchase and installation of electronic monitoring systems for limited jurisdiction court facilities.	FY23	Planned	Lack of funding
Utilization of Social Network	Research and evaluate use of social networking tools such as Skype & Face Time for court appearances; and use of text messaging for communicating with defendants.	FY24	Planned	Staff time needed to develop, implement and monitor.
Workflow and Distribution	Add to Workflow and Distribution of electronic documents	FY24	Underway	Relying strictly on electronic delivery of documents to the court and staff.
EDMS - Back Scanning	Scan old case files. Integrate these images to existing EDMS system. Stop storing; destroy paper files according to records retention rules.	FY24	Underway	Case files will need to be 'scrubbed' for secret documents, good order, and items already scanned before being scanned by vendor. Scrubbing is time consuming. Complying with records destruction policy is difficult.
Electronic Records Retention Purge	Develop and implement a process to identify and purge electronic records according to records retention.	FY23	Planned	
Digitize Exhibits	Develop and implement a process to scan exhibits into OnBase for electronic transmission to the Court of Appeals.	FY23	Conceptual	For transfer to the Court of Appeals
Data Clean-up	Continue data clean-up to ensure quality of AJACS data and resulting statistical reports.	FY23	Underway	Ongoing
Improve Statistical	Participate in Casflow Manager workgroup; Utilize	FY23	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned End Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Reporting	AOC and other resources to train staff in SSRS report writing, both query and ad hoc; continue with data clean-up to ensure accuracy of reports.			
Increase Collections	Implement internet payment options; Work with AOC to expand participation in FARE and TIPS for non-criminal case types.	FY23	Conceptual	
MS-Access to SQL Porting	Port old records to supported database product and provide client access method, incl. CrimWeb / CrimJuv, FileTrack, etc.	FY22	EA Req'd	
Bring Court to Remote Users	Hold court remote appearance in a county vehicle sent to location of participant	>FY24	Conceptual	

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Statewide Initiative Prosecutor/Defender Criminal Case Integration	
<p>Description:</p> <p>Prosecutors and Public Defense attorneys desire to e-file their submissions from within their respective Records Management Systems (RMSs). In this circumstance, the RMS functions as a third-party EFSP so the standard e-filing system user interface is not used. The implementation approach, called system-to-system e-filing, calls for the integration of data-carrying message exchanges communicated between the RMSs and the statewide e-filing system based on the OASIS LegalXML Electronic Court Filing v4.01 international standard, augmented by the Arizona Supreme Court's LegalXML extension schema and written specifications. The statewide e-filing system currently supports these message exchange standards. This project may also require expanding the scope of standard e-filing to support Arizona Disposition Reporting System (ADRS) updates.</p> <p>Each prosecuting attorney and public defender organization will require support from their respective RMS providers to develop the message exchange interfaces necessary to support system-to-system e-filing. Each vendor's implementation will be certified by the AOC before being permitted to e-file in the Court's production environment.</p> <p>Anticipated rollout timeline:</p> <p>Varies by level of court and case type. The greater the number of different RMS products involved, the longer the implementation schedules will be.</p>	
1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 Years
2. General Importance or Impact to Your Court: This will streamline the filing process and lower the number of physical files to be stored	

Statewide Initiative

Enhance LJ Judge Automation (Limited Jurisdiction Courts Only)

Description:

Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

In addition, the AJACS system provides judges with electronic case documents and the ability to apply digital signatures to court documents, thereby eliminating the need for excess paper and hardcopy case files. Judges can view all available case documents through the Case Worksheet or Documents tab. Judges can apply their signature electronically to case documents that can then be signed electronically by the defendant. Some additional system enhancements to provide a more efficient electronic case processing experience through AJACS are under consideration and this system functionality will also be reassessed through the LJ Judge Automation project.

Anticipated rollout timeline:

Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning summer of 2021. Implementation will be accomplished in two phases as future AJACS releases are pushed out. Phase I enhancements are targeted for February 2022 and Phase II prior to the end of calendar year 2022.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court/Probation Department: This will allow all of the courts to be working on one cohesive platform

Statewide Initiative

Electronic Filing Case Types Expansion (Including Limited Jurisdiction Courts)

Description:

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over the counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. All general jurisdiction courts support civil case e-filing and all courts support protective order e-filing. Work is getting underway on family court and justice court e-filing.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types. Functional enhancements planned include filing fees collection for the applicable case types, improved user experiences for each case type, case initiation support in Family cases, at a minimum, as well as system-to-system e-filing support in General Jurisdiction and Limited Jurisdiction courts.

Depending on the case type, an estimated 70 percent or greater of limited jurisdiction submissions are made in bulk by a handful of law firms, particularly in Eviction Action and Regular Civil cases. The delivery approach to be taken will consist of identifying the data required to create and supplement each case type, design and develop the user interface for each case type, and ensure that the message exchanges carry all requisite data and documents required for judge decision-making.

Anticipated rollout timeline:

Varies by level of court and case type. Case types (e.g., General Jurisdiction Family, Probate, Guardianship Conservator, Criminal, Juvenile Delinquency, Mental Health; Limited Jurisdiction Eviction Action, Regular Civil, and Small Claims) will be delivered on a case type-by-case type basis. Depending on the need, such as post-pandemic relief, the development of certain case types will take priority over others. Once user interface-based e-filing is established, attention will turn to the handful of law firms who want to support their bulk e-filing needs via system-to-system LegalXML message exchanges.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2-3 years

2. General Importance or Impact to Your Court: This will allow staff to be more effective

Statewide Initiative

Court Access to Mental Health Repository

Description:

The Committee on Mental Health and the Justice System recommended the creation of a workgroup to analyze and make recommendations to improve processes and coordination among courts handling Title 13, Title 36, or Title 14 proceedings involving a single individual. This information also impacts a Rule 11 proceeding or a subsequent Petition. They concluded that judges and attorneys involved in Rule 11, Title 36, or Title 14 proceedings must have access to basic information about a defendant's involvement in other mental health proceedings, including current location, findings, or pending proceedings in any other court in the state to preclude a finding that may be duplicating or contradictory to other pending matters.

The AOC has been charged with building a repository for Rule 11 information, to be populated by courts, that provides the basic information needed for attorneys to properly secure release of appropriate records from the correct court(s). This data repository will not include medical reports or other case documents. The attorney and/or court will still be responsible for requesting the release of the relevant records.

Anticipated rollout timeline:

AOC ITD is developing the case repository, using information categories and subject matter experts identified by the Committee. Connection to the repository by courts is dependent upon loading all data into the central case repository, scheduled for completion in mid-2022.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Schedule determined by AOC

2. General Importance or Impact to Your Court:

Statewide Initiative

Electronic Warrant Expansion

Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Following a pause for implementation of new warrant forms, AJACS enhancements have been made and testing with several pilot courts, JWI, and DPS is nearing completion. A timeline for statewide rollout will be predicated on the readiness of local law enforcement agencies that file into each court.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2-3 years

2. General Importance or Impact to Your Court:

Statewide Initiative APETS Replacement

Description:

The scope of this project is to replace the current statewide Adult Probation Case Management System, APETS, with a modern, commercial-off-the-shelf solution that meets Adult Probation's needs and requirements. The commitment is to find a statewide approach and solution that meets the needs of the state's very diverse user groups; the merits and features of the systems will be evaluated against these statewide needs to determine suitability. Some of the target features for a replacement case management system include modernization, mobility, and managerial analytics. Maricopa County transitioned management of this effort to AOC, with continued statewide representation and engagement.

The initial RFP was published on June 9, 2021. The Court later determined that the RFP was overly complex and did not provide clear enough instructions and guidance for vendors resulting in its cancellation. Once completed, the re-drafted RFP will be published and will track to a revised timeline for the evaluation and procurement activities to be completed.

Anticipated rollout timeline:

A product must first be selected and a contract secured with the awarded vendor. Once completed, AOC will begin working with the vendor to establish the project plan and associated timeline. A rollout strategy will also be established to assist counties in preparing for the target timeframes to begin transitioning to the new case management system.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Immediately

2. General Importance or Impact to Your Court:

Statewide Initiative Courtroom Automation

Description:

The AJACS Case Management System provides automated case processing and workflow that assist court personnel with efficient management and disposition of court cases. Now that AJACS has been fully deployed to all ACAP courts the time has come to review the effectiveness of the application and identify further areas of improvement that will streamline court operations, specifically within the courtroom. To achieve this goal, modifications and enhancements to the Scheduling and Case Worksheet modules, as well as automated forms generation will be reviewed and analyzed. The LJ AJACS User Group will be asked to assist with identifying specific system functionality and workflows that should be enhanced and will act as subject matter experts. They will assist with testing as modifications are made.

In addition to the AJACS modifications, courts will have access to a digital evidence portal for acceptance, management, and courtroom presentation of any evidence that can be submitted in a digital form. The additional use of digital evidence technology in the courtroom may require additional equipment or improvements to existing A/V equipment.

Anticipated rollout timeline: Analysis of current functionality and business requirements gathering of enhancements will begin with LJ AJACS User Group at the November 2021 meeting. Development will be prioritized and planned for future AJACS releases beginning in the summer of 2022. Digital evidence is in the pilot phase with general rollout anticipated to begin late in FY22.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court: This will increase the workflow

Statewide Initiative

Online Dispute Resolution Deployment

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types.

A Criminal Misdemeanor ODR project was initiated to assist courts in limiting the number of in-person proceedings during the COVID pandemic, per Administrative Order 2020-48. The project will allow the arraignment and plea negotiation of criminal misdemeanor cases to occur online asynchronously. The program will allow for self-represented defendants as well as defense counsel to interact with the prosecutor. Documents can be executed and exchanged between parties and the court. This process alleviates in-person contact and allows options for prosecutors and defense counsel to continue to resolve cases while working remotely.

The AOC received \$110,600 in Arizona Coronavirus Emergency Supplemental Funding (ACESF) for the purposes of implementing the Criminal ODR project. A contract and amendment have been signed with Court Innovations (Matterhorn) to deploy the application to 22 total limited jurisdiction courts.

Anticipated rollout timeline:

ODR has been implemented in 9 courts, 6 additional courts have been trained and go-live is pending prosecutor readiness. The remaining 7 courts are targeted to be implemented in FY22.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court: This will allow case to move through the systems

Statewide Initiative

LJ Public Safety Assessment Automation

Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

Project Phases One and Two built the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Phase Three was anticipated to analyze and scope the creation of a fully automated process, including FTAs and out-of-state offenses. It was expected that automation would be developed for evaluating and answering the nine questions contained in the assessment, including evaluating information from 18 states that have determined violent offense lists for their jurisdictions. Changes in the statewide criminal history information service also created challenges for Phase Three, as information was received and parsed differently, causing additional time and work effort. Achieving the goal of full automation requires additional development and project phases to evaluate violent offenses in the remaining 31 states.

Developing a process for automatically initiating the PSA at the time a person is booked or fingerprinted, an additional long-term goal, requires additional stakeholders and buy-in, posing a significant challenge.

Anticipated rollout timeline:

Phase Three development work is on hold awaiting resources anticipated to be available in February 2022. Additional phases are possible but not yet planned.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1 year

2. General Importance or Impact to Your Court:

Statewide Initiative

JOLTSaz Dependency & Officer UI (Probation)

Description:

The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is getting underway to accomplish these tasks.

Technical evaluations are in progress for interface changes to JOLTSaz to provide a front-end web application for field officers, as currently used by Pima Juvenile Probation, for performing needs and strengths assessments for juveniles to further adopt evidence-based practices.

Anticipated rollout timeline:

DCATS replacement requirements have been gathered and development is in progress. The rollout is projected to begin in Fall 2022. JOLTSaz interface changes are planned but no analysis or requirements work has begun. Once complete, the work effort can be estimated and a project plan established.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court:

Statewide Initiative Digital Evidence Rollout

Description:

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a vendor-developed cloud solution for handling the full lifecycle of digital evidence that could be implemented within two years. Governance bodies gave approval for the concept. Clerks will be provided tools and services to manage digital evidence and access to it within the portal solution. Attorneys and self-represented litigants will have the ability to upload evidence and present it from its digital form during court proceedings.

Post-COVID, remote court operations greatly increased the pressure for a solution and accelerated the timeline for proving the concept in pilot courts. In the interest of time, CaseLines from Thomson-Reuters, a packaged solution that addresses only the courts' portion of the evidence lifecycle, was selected for a demonstration project as pricing details and a payment model were negotiated.

Mohave Superior Court was the first court to have staff trained and to go live for hearings in civil and criminal case types.

Anticipated rollout timeline:

Digital evidence remains in the pilot phase for various case types at multiple courts. A more general rollout is anticipated to begin in mid-FY22, depending on availability of AOC resources.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court: This will lessen the burden of transporting and storing large amount of evidence.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY22.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City of County FTE Technical Support Staff
Superior Court & Clerk of Court	45,439	57,736	1	2
Adult Probation	3,120	14,298		
Chinle Justice Court	3,677	0	0	0
Puerco Justice Court	6,829	0	0	0
Round Valley Justice Court	6,304	1,000	0	0
St. Johns Justice Court	3,189	0	0	0
Eagar Municipal Court	2,364	250	0	0
St. Johns Municipal Court	2,364	0	0	0
Springerville Municipal Court	1,576	250	0	0

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the **judicial branch-owned hardware** deployed in the courts, including mainframes, servers, desktops, and other peripherals.

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Apache County Superior Court & Clerk	20	Windows 10	10	N/A	2
Adult Probation	13	Windows 10	2 (county)	N/A	0
Juvenile Probation	23	Windows 10	0	N/A	4
Chinle Justice	2	Windows 10	0	N/A	1
Puerco Justice	6	Windows 10	1	N/A	1
Round Valley Justice / Springerville	5/1	Windows 10	0	N/A	1/1
Eagar Magistrate	1	Windows 10	0	N/A	1
St. Johns Justice	2	Windows 10	0	N/A	1
St. Johns Magistrate	2	Windows 10	0	N/A	1

2. HARDWARE FOR SPECIAL FUNCTIONS

Hardware listed in this table **ARE NOT** included in the counts above or below.

This is **Apache County** owned hardware.

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk of the Court	0	3-Liberty Recording Systems	1-Portable Liberty Recording Systems	1	0
Superior Court	1	0	1 backup Liberty	0	4
Adult Probation	0	0	0	0	0
Juvenile Probation	0	0	0	0	0
Chinle Justice Court	0	1-Liberty Recording System	1	1	0
Puerco Justice	0	1-Liberty Recording System	1	1	0
Round Valley Justice	0	1-Liberty Recording System	1	1	0
St. Johns Justice	0	0	Shared Liberty Recording System	1	0
St. Johns Muni	0	0	0	0	0
Eager Muni	0	0	0	1	0

3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Clerk of the Court	Virtual	Windows Server 2019	MSSQL 2012	Apache County	Former EDMS database server
Clerk of the Court	Virtual	Windows Server 2019	MSSQL 2012	Apache County	Former EDMS application web server & images storage
Clerk of the Court	Virtual	Windows Server 2019	MSSQL 2012	Apache County	CrimWeb and CrimJuv Archives (historical rcds)
Clerk of the Court	Virtual	Windows Server 2019	MSSQL 2012	Apache County	Test Server
Clerk of the Court	Virtual	Windows Server 2019		Apache County	AJACS Template Server
Clerk VM Host	Dell R720	Windows Server 2019		Apache County	VM hosting

4. NETWORK ENVIRONMENT

LOCAL AREA NETWORK & COUNTY HARDWARE						
Court	O/S	Number of PCs on Network	Number of Laptops on Network	Number of Printers on Network	Network Firewall Brand/Model	Other Security Provisions
Superior Court		1	1	1	Cisco ASA 5510	Barracuda Mail Filter, Crowd Strike Antivirus, internal ACLs
Clerk of the Court		1	3	5 printers 1 copier (+10 local)		Barracuda Mail Filter, Crowd Strike Antivirus, internal ACLs
Adult & Juvenile Probation		9	0	0	Cisco ASA 5510	Barracuda Mail Filter, Crowd Strike Antivirus, internal ACLs

**** Court network is AJIN ****

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Adobe Acrobat DC Reader	Adobe	All Apache County Courts Clerk of the Court	Local PC	FY18	AOC for ACAP PCs

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
ADRS: Electronic data reporting of dispositions to MVD	AOC	Clerk of the Court	AJACS/ADRS		
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	Clerk of the Court Superior Court Adult Probation	Local PC/AOC Server		
APETS (Adult Probation Enterprise Tracking System)	AOC	Adult Probation	Local PC/AOC Server		
ATLAS	Arizona Department of Economic Security	Clerk of the Court	Local PC/DES Server		
Altaro UDP Backup	Vendor/Local staff	Superior Court Clerk of the Court	County Server		
Capture Perfect	Canon	Clerk of the Court- Scan Stations	Local PC		
CASPER (Statistical Reports)	AOC		Local PC/AOC Server		
Tracorp LMS	Tracorp	All Apache County Courts	Local PC Client / AOC Server		
CRYSTAL Reports 10.0/CRYSTAL Enterprise	Crystal/AOC	Select users in: Justice courts and Probation	AOC Server		
CourTools	AOC				
Data Warehouse	AOC	All Apache County Courts Clerk of the Court	AOC Server		
DCATS - CASA	AOC	Superior Court	Local PC/AOC Server		
FARE (Fines, Fees & Restitution)	AOC & Vendor ACS	All Justice and Magistrate Courts	Server		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Enforcement)		Clerk of the Court			
Filetrack	Local staff	Clerk of the Court	Local PC		Move from MS- Access to SQL FY22
INTEGRATION: Electronic data reporting of citations/dispositions to MVD	AOC	All AJACS Courts	Local PC AOC Server		
Jury Plus WebGen	JSI/Jury+	Clerk of the Court	Local PC/AOC Server	12/2021	
LIBERTY Court Digital Recorder & Player	JCG Technologies	All Apache County Courts Clerk of the Court	Local PC/ Vendor Pkg		
Sophos A/V	Sophos / AOC	All ACAP Courts	Package	2016	
Virus Scan	Crowd Strike	All Apache County Courts	Local PC/ Vendor Pkg		
Microsoft Office 365	Microsoft / AOC	All ACAP Courts & Probation	Package		
Microsoft Office 365	Microsoft/Local Staff/AOC	All Apache County Courts & Probation Departments	Local PC		
Microsoft Access 365	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court Justice Courts Probation Depts.	Local PC		
Microsoft Excel 365	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court Justice Courts Probation Depts.	Local PC		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Microsoft Outlook 365	Microsoft/Local Staff	All Apache County Courts & Probation Departments	Local PC		
Microsoft PowerPoint 365	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court Justice Courts Probation Depts.	Local PC		
Microsoft Publisher 365	Microsoft/Local Staff	Select users in: Superior Court Clerk of the Court	Local PC		
Microsoft OneNote 365	Microsoft	Clerk of the Court	Local PC		
Work Instructions / Documentation	DocuWiki	Clerk of the Court	Open Source/ Local		
Microsoft SSRS 2019	Microsoft/AOC	Select users in: Superior Court Clerk of the Court	Local PC		
New World Logos	County IT Staff	Superior Court Clerk of the Court Justice Courts Probation	Vendor Pkg		
OnBase Foundation EP3	DataBank/ AOC	Superior Court Clerk of the Court	Vendor Pkg		
Paper Stream Capture		Clerk of the Court	Standalone		
Public Access	AOC	All Apache County Courts	AOC Web Server		
QUICKEN Home- Business 2017	Intuit/Local Staff	Clerk of the Court	Local PC/ Vendor Pkg		Upgrade by 12-22

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
SQL 2019	Microsoft/Local Staff	Clerk of the Court	Local PC		
TIP (Tax Intercept Program)	AOC	All Apache County Courts except Puerco Justice	Local PC/AOC Server		
Vital Check	Lexis-Nexis/ Local Staff	All Justice and Magistrate Courts	Local PC/Website/ Vendor Pkg		
Court WEBSITE(s)	Local Staff/County IT	All Apache County Courts, Clerk of Court Probation Depts	Apache County Web Server		
Windows 2019 Server	Microsoft/Local Staff	Clerk of the Court	Local Server		
Windows 10	Microsoft/AOC /Local Staff	All ACAP Courts	Local PC		
ZOOM (County Network)	Local Staff/County IT	All Courts	Local PC		
ONSSI/NetGuard	ONSSI/County	All Apache County Courts	DVR Server for Camera inputs		
Project Management / Tracking					
Timekeeping	NWS/ Tyler Technologies	NWS eSuite webapp	Local Appserver	2012	
Human Resources	NWS/ Tyler Technologies	NWS Logos webapp	Local Appserver	2012	
Public Access					
Interactive Voice Response System					

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Enter the project name and scheduled completion date in the rightmost column.** Items in the “containment” category can have no more widespread use without exception being granted by COT. The next step on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at

<http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
APPLICATIONS & TOOLS				
User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Internet Explorer 11; Edge	
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework		
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Foundation EP3	
Document Imaging/OCR	Kofax Card (SCSI)	Kofax Ascent Capture	Foundation EP3	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS ≤2008	Crystal 10, MS SSRS 2012	SSRS 2019	
Report Writer for Business Application Reports	Crystal <10, MS SSRS ≤2008	Crystal 10, MS SSRS 2017	SSRS 2019	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	VB, .ASP, .NET	.ASP for CrimWeb & CrimJuv legacy apps only
Development	Visual Studio ≤2015, Windows	Visual Studio 2017	MS Access (VB)	Convert to SQL by

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Environment	Workflow Foundation		Visual Studio 2010	end of FY22
Source Control	Aldon, VSS, CCC, Harvest, Mercurial	SVN, source control process		
Code Generation	Alachisoft, Visible Developer		N/A	
OFFICE PRODUCTIVITY TOOLS				
Word Processing	Word ≤2016	Word 2018	Office 365	
Spreadsheet	Excel <2016	Excel 2018	Office 365	
Presentation	PowerPoint ≤2016	PowerPoint 2018	Office 365	
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	MS-Access 2016 (ACAP), 2019 (county)	Convert to SQL by end of FY22
E-mail Client Product	Outlook ≤2016, GroupWise (unsupported)	Outlook 2018, GroupWise (supported)	Office 365	
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	MS Teams	
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business		
Distance Learning		Centra	Tracorp	
DATA ARCHITECTURE				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL Server 2012 MS Access – multiple apps	Convert Access programs to SQL by end of FY22
DBMS Modeling Tools	PowerDesigner <16.x	PowerDesigner 16.x		
Data Exchange Model	XML homegrown	Fixed format, GJXDM	N/A	
Data Transmission Encryption	Triple Data Encryption Standard (DES)			
e-Mail Encryption		S/MIME		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
NETWORKS AND PLATFORMS				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows Server 2019 R2	
SHARED SERVICES				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	N/A	
Login Authentication	Unsecured content	UserID/Password		
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Cisco AnyConnect latest Version	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	N/A	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0		
File Transfer, Production Non-Transactional and Ad	MQ ≤7.1, FTP	MQ V7.5/V8.0		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Hoc (Not Mission Critical and Not Sensitive)				
JURY BUSINESS APPLICATIONS				
Jury Management WebGen	<Jury+ NG	Jury+ NG	WebGen	